REMARKS

This Application has been carefully reviewed in light of the Office Action mailed July 17, 2001. At the time of the Office Action, Claims 1-17 were pending in this patent application. The Examiner rejected Claims 1-17. Independent Claims 1, 7 and 17 have been amended. Thus, Claims 1-17 are now pending in the Application. Applicants respectfully request reconsideration and favorable action in this case.

Section 102 Rejection

Claims 1-17 stand rejected under U.S.C. § 102(e) as being anticipated by Havens, U.S. Pat. No. 5,909,669 ("Havens"). Applicants respectfully traverse this rejection for at least the following reasons.

Amended Claim 1 recites, in part, "storing a user-defined configuration table for a data file comprising external productivity data associated with a telephony switch". Applicants respectfully submit that Havens does not teach these elements of Claim 1. Haven's mere mention that other devices may be used to analyze reports does not teach or suggest "a telephony switch" because telephony switches do not analyze reports as described by Havens. Havens, col. 10, lines 3-9.

Also, amended Claim 1 recites, in part, "the configuration table operable to identify external productivity data items in the data file and to map external productivity data items to data elements for the evaluation process" and "mapping external productivity data items from the data file to the data elements based on the configuration table". Applicants respectfully submit that Havens does not teach these elements of Claim 1. Applicants can find no teaching of any kind of "mapping" in the cited portions of Havens. The mere fact that data may be communicated between a database and another element does not teach mapping "external productivity data items", such as those associated with a telephony switch, "to data elements for the evaluation process". Applicants respectfully note that in a 102 reference "[t]he identical invention must be shown in as complete detail as is contained in the . . . claims". See MPEP 2112.

Therefore, for at least these reasons, Claim 1 is patentable over Havens. Thus, Applicants respectfully request allowance of Claim 1.

Amended independent Claims 7 and 17 are patentable for at least the reasons discussed above in association with Claim 1. Therefore, Applicants respectfully request allowance of independent Claims 7 and 17.

Dependent Claims 2-6 and 9-10 depend from independent Claim 1 and dependent Claims 8 and 11-16 depend from independent Claim 7. Claims 1 and 7 are shown above to be allowable over Havens. Thus, dependent Claims 2-6 and 8-16 are allowable over Havens as depending from an allowable base claim and including further distinctions over the cited reference. For at least these reasons, Applicants respectfully request allowance of dependent Claims 2-6 and 8-16.

CONCLUSION

Applicants have now made an earnest attempt to place this case in condition for immediate allowance. For the foregoing reasons and for other reasons clearly apparent, Applicants respectfully request reconsideration and allowance of Claims 1-17.

Although Applicants believe that no other fees are due, the Commissioner is hereby authorized to charge any fees or credit any overpayments to Deposit Account No. 02-0384 of Baker Botts L.L.P.

If there are matters that can be discussed by telephone to further the prosecution of this application, Applicants respectfully request that the Examiner call its attorney at the number listed below.

Respectfully submitted,
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MARKED UP COPY OF CLAIMS SHOWING AMENDMENTS

1.   **(Thrice Amended)** A computer-implementable method for importing external productivity data into a performance evaluation system, comprising:

storing a plurality of user-defined data elements for an evaluation process;

storing a user-defined configuration table for a data file comprising external productivity data **associated with a telephony switch**, the configuration table operable to identify external productivity data items in the data file and to map external productivity data items to data elements for the evaluation process;

mapping external productivity data items from the data file to the data elements based on the configuration table; and

inserting the external productivity data items into a plurality of productivity tables based on the mapping of the external productivity data items to the data elements, the external productivity data items inserted into the productivity tables capable of being used to calculate productivity scores for the evaluation process.

2.   The method of Claim 1, the configuration table further operable to associate a data item with a member of the performance evaluation system.

3.   The method of Claim 1, wherein the data file is a delimited file.

4.   The method of Claim 1, wherein the data file is not a delimited file and further comprising:

storing a preprocessor file operable to generate a delimited file from the data file; and

using the preprocessor file to generate the delimited file from the data file.

5.   The method of Claim 1, further comprising the configuration table operable to identify a type for each of the data items.

6.   The method of Claim 1, further comprising the configuration table operable to identify a format for each of the data items.

7.   **(Thrice Amended)** A computer-implementable performance evaluation system, comprising:

a first database table operable to store a plurality of user-defined data elements for an evaluation process;

a second database table operable to store configuration information for importing a data file comprising external productivity data **associated with a telephony switch** into the performance evaluation system, the configuration information operable to identify external productivity data items in the data file and to map external productivity data items to data elements for the evaluation process; and

a third database table operable to store productivity data, at least a portion of the productivity data comprising external productivity data items inserted into the third database table based on the mapping of the external productivity data items to the data elements, the productivity data capable of being used to calculate productivity scores for the evaluation process.

8.   The performance evaluation system of Claim 7, further comprising a configuration including the configuration information and an identifier for associating a data item to a member of the performance evaluation system.

9.   The method of Claim 1, further comprising receiving the data file from an external device.

10.   The method of Claim 9, wherein the external device comprises a telephony switch.

11.   The system of Claim 7, wherein the data file is a delimited file.

12.   The system of Claim 7, wherein the data file is not a delimited file and further comprising a preprocessor file operable to generate a delimited file from the data file.

13.   The system of Claim 7, the configuration information further operable to identify a type for each of the data items.

14.   The system of Claim 7, the configuration information further operable to identify a format for each of the data items.

15.   The system of Claim 7, wherein the data file is operable to be received from an external device.

16.   The system of Claim 15, wherein the external device comprises a telephony switch.

17.   **(Amended)** A computer-implementable method for importing external productivity data into a performance evaluation system, comprising:

storing a plurality of user-defined data elements for an evaluation process;

storing a user-defined configuration table for a data file comprising external productivity data **associated with a telephony switch**, the configuration table operable to identify external productivity data items in the data file, to map external productivity data items to data elements for the evaluation process, to associate a data item with a member of the performance evaluation system, to identify a type for each of the data items, and to identify a format for each of the data items;

receiving the data file from an external device, the external device comprising a telephony switch;

mapping external productivity data items from the data file to the data elements based on the configuration table; and

inserting the external productivity data items into a plurality of productivity tables based on the mapping of the external productivity data items to the data elements, the external productivity data items inserted into the productivity tables capable of being used to calculate productivity scores for the evaluation process.